

CSC Adopted: October 2001 , CSC Revised: \_\_\_\_\_**Class Title: Visitor Services Assistant****BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Manages employees and provides information and assistance to visitors of Nauticus. Assists visitors with special questions or problems, and answers telephone inquiries. Performs administrative and financial duties, and performs duties in the manager's absence.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

| Physical<br>Strength Code |   | ESSENTIAL FUNCTIONS   |
|---------------------------|---|---|
| 1                         | L | Manages employees by interviewing applicants, making hiring recommendations, coordinating weekly schedules, scheduling training classes, providing guidance and development, and evaluating the quality of customer service provided.   |
| 2                         | S | Performs financial and administrative duties by reconciling accounts, verifying deposits, running reports, processing memberships, filling out purchase orders, composing correspondence, gathering data, maintaining mailing lists, developing promotional campaigns to increase membership, monitoring gift shop inventory, and displaying merchandise. |
| 3                         | L | Provides assistance to clients by answering telephone inquiries, greeting visitors, giving directions, and resolving problems.  |
| 4                         | S | Performs duties in manager's absence by running daily reports and making deposits.  |

CSC Adopted: October 2001 , CSC Revised: \_\_\_\_\_**CLASS REQUIREMENTS:**

| <b>CLASS REQUIREMENTS</b>              |  |
|--|--|
| Formal Education / Knowledge           | Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.  |
| Experience                             | One years experience in customer service.  |
| Certifications and Other Requirements  | Valid Driver's License   |
| Reading                                | Work requires the ability to read scripts, instructions, signage, research books, and correspondence.  |
| Math                                   | Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.   |
| Writing                                | Work requires the ability to write scripts, schedules, purchase orders, instructions, and correspondence.  |
| Managerial                             | Managerial responsibilities include planning and directing activities.   |
| Budget Responsibility                  | N/A  |
| Supervisory / Organizational Control   | Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.   |
| Complexity                             | Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.  |
| Interpersonal / Human Relations Skills | Contacts others within the organization. These contacts may involve similar work units or departments in the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers and sales representatives. |

CSC Adopted: **October 2001** , CSC Revised: \_\_\_\_\_**OVERALL PHYSICAL STRENGTH DEMANDS:**

| Sedentary  | Light X   | Medium   | Heavy   | Very Heavy   |
|--|---|--|---|--|
| S = Sedentary<br>Exerting up to 10 lbs.<br>occasionally or negligible<br>weights frequently; sitting<br>most of the time | L = Light<br>Exerting up to 20 lbs.<br>occasionally, 10 lbs.<br>frequently, or negligible<br>amounts constantly OR<br>requires walking or<br>standing to a significant<br>degree. | M = Medium<br>Exerting 20-50 lbs.<br>occasionally, 10-25 lbs.<br>frequently, or up to 10 lbs.<br>constantly. | H = Heavy<br>Exerting 50-100 lbs.<br>occasionally, 25-50 lbs.<br>frequently, or up to 10-20<br>lbs. constantly. | VH = Very Heavy<br>Exerting over 100 lbs.<br>occasionally, 50-100 lbs.<br>frequently, or up to 20-50<br>lbs. constantly. |

**PHYSICAL DEMANDS:**

|  |  |  |  |                            |
|--|--|--|--|----------------------------|
| C = Continuously<br>2/3 or more of the time. | F = Frequently<br>From 1/3 to 2/3 of the time. | O = Occasionally<br>Up to 1/3 of the time. | R = Rarely<br>Less than 1 hour per week. | N = Never<br>Never occurs. |
|--|--|--|--|----------------------------|

*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

| PHYSICAL DEMANDS | FREQUENCY CODE | DESCRIPTION   |
|------------------|----------------|---|
| Standing         | F              | Presentations, selling tickets, copy machine                                      |
| Sitting          | O              | Desk work, computer, meetings, answering telephone, driving                       |
| Walking          | F              | Inside building, to/from meetings, to/from office equipment, greeting guests      |
| Lifting          | F              | Props, equipment, boxes, office supplies, packages, mail, files                   |
| Carrying         | F              | Props, equipment, boxes, office supplies, packages, mail, files                   |
| Pushing/Pulling  | F              | Carts, nets, file cabinet drawers, chair  |
| Reaching         | F              | Props, equipment, office supplies   |
| Handling         | F              | Props, equipment, office supplies, packages, mail, files                          |
| Fine Dexterity   | F              | Computer keyboard, telephone keypad   |
| Kneeling         | R              | Obtaining props from low areas, inventory   |
| Crouching        | R              | Obtaining props from low areas, inventory   |
| Crawling         | N              |   |
| Bending          | F              | Picking up props, inventory, filing   |
| Twisting         | F              | Loading/unloading props   |
| Climbing         | F              | Stairs, ladder  |
| Balancing        | R              | Stairs, ladder  |
| Vision           | C              | Computer, desk work, setting up props, reading, greeting visitors                 |
| Hearing          | C              | Visitors, staff, supervisor, security company, telephone, presentations, meetings |
| Talking          | F              | Visitors, staff, supervisor, security company, telephone, presentations, meetings |
| Foot Controls    | F              | Driving   |
| Other (specify)  | N              |   |

CSC Adopted: **October 2001** , CSC Revised: \_\_\_\_\_**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Van, carts, phones, copy machine, fax machine, typewriter, calculator, currency counter, microphones, communication radios, telephone, office supplies, TV, VCR, laser, computer, Standard Microsoft Windows and Office software, Internet, Vista32, Retail Pro, Results, ICVerify, SCADA, digital camera, laser or inkjet printer

**ENVIRONMENTAL FACTORS:**

|           |                               |                                |                |           |
|-----------|-------------------------------|--------------------------------|----------------|-----------|
| D = Daily | W = Several<br>Times Per Week | M = Several<br>Times Per Month | S = Seasonally | N = Never |
|-----------|-------------------------------|--------------------------------|----------------|-----------|

| HEALTH AND SAFETY        |   | ENVIRONMENTAL FACTORS     |   |
|--------------------------|---|---------------------------|---|
| Mechanical Hazards       | N | Dirt and Dust             | W |
| Chemical Hazards         | N | Extreme Temperatures      | W |
| Electrical Hazards       | N | Noise and Vibration       | N |
| Fire Hazards             | N | Fumes and Odors           | N |
| Explosives               | N | Wetness/Humidity          | S |
| Communicable Diseases    | S | Darkness or Poor Lighting | N |
| Physical Danger or Abuse | D |                           |   |
| Other (see 1 below)      | N |                           |   |

| PRIMARY WORK LOCATION |    |
|-----------------------|----|
| Office Environment    | X  |
| Warehouse             | -- |
| Shop                  | -- |
| Vehicle               | -- |
| Outdoors              | -- |
| Other (see 2 below)   | X  |

(1)

(2) Science Center, Admission, Museum

**PROTECTIVE EQUIPMENT REQUIRED:****NON-PHYSICAL DEMANDS:**

|  |  |  |  |                            |
|--|--|--|--|----------------------------|
| C = Continuously<br>2/3 or more of the time. | F = Frequently<br>From 1/3 to 2/3 of the time. | O = Occasionally<br>Up to 1/3 of the time. | R = Rarely<br>Less than 1 hour per week. | N = Never<br>Never occurs. |
|--|--|--|--|----------------------------|

| NON-PHYSICAL DEMANDS                          |   |
|---|---|
| Time Pressures                                | F |
| Emergency Situations                          | R |
| Frequent Change of Tasks                      | F |
| Irregular Work Schedule/Overtime              | O |
| Performing Multiple Tasks Simultaneously      | F |
| Working Closely with Others as Part of a Team | F |
| Tedious or Exacting Work                      | F |
| Noisy/Distracting Environment                 | F |
| Other (see 3 below)                           | N |

(3)